CALLER INDEPENDENT DISAMBIGUATION
FOR INTERACTIVE VOICE RESPONSE SYSTEMS

ABSTRACT

A method, system and apparatus for caller independent disambiguation for interactive voice response (IVR) systems. A caller-independent disambiguation method for use in an IVR system can include sorting a set of matching records according to counter values associated with corresponding ones of the records. The counter values can indicate a number of times that a corresponding one of the matching records had previously been selected by other callers without regard to any specific caller. The method further can include audibly presenting the sorted set in sequence through the IVR system. Finally, the method can include accepting a selection of a specific record in the set.